1. Maintained accurate and current customer account data with manual forms processing and digital information updates.
2. Sought out training opportunities to enhance customer relationship management abilities and further boost satisfaction scores.
3. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
4. Adhered to company policies and scripts to consistently achieve call-time and quality standards.
5. Contributed to company achieving and holding industry-leading customer service ratings.
6. Initiated termination of customer contract upon request.
7. Described and explained details about over [Number] [Product or Service] options to inform customers and guide purchasing decisions.
8. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
9. Performed various clerical duties by filing and faxing documents and creating customer databases.
10. Documented and detailed calls and complaints using call center's CRM database.
11. Resolved customer complaints and addressed emergency requests and needs.
12. Researched issues through identification of similar past problems and recommended most appropriate solution.
13. Answered up to [Number] incoming calls in busy, fast-paced global call center.
14. Detailed payment options and transferred customers to billing department for payment or further questions regarding bill.
15. Helped [Number] customers every [Timeframe] by approaching conversations with positive attitude and [Action].
16. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
17. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
18. Generated [Timeframe] system report on incoming answered call volume and provided data insight to [Job title].
19. Referred complex issues relating to online order system or technology to help desk for further evaluation.
20. Responded to customer comments and questions via LiveChat during [Number]-hour shifts.